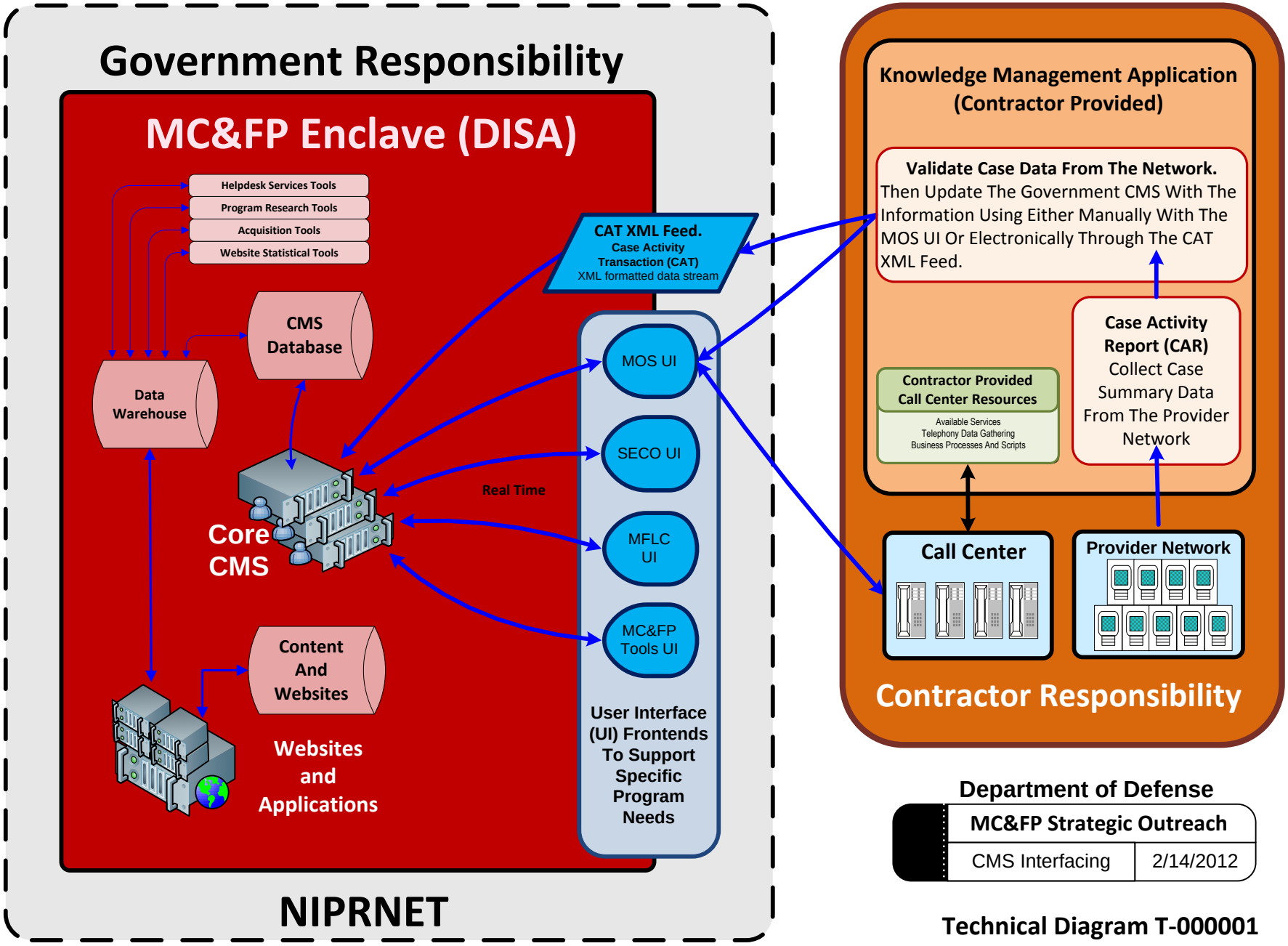
Government Hosted Case Management System (CMS)



Department of Defense

MC&FP Strategic Outreach	
CMS Interfacing	2/14/2012

Technical Diagram T-000001

Case management system Interfacing

1. The government own and hosted Case management system will be the centralized program participant repository used by all MC&FP programs that require CMS services. The web based application will be used by multiple contractors simultaneously.

2. **MC&FP will**
   - 2.1. Manage the CMS hardware and Software.
   - 2.2. Maintain a helpdesk to support CMS users.
   - 2.3. Augment and implement new data and business processes for emerging programs.

3. **The Contractor shall**
   - 3.1. Record case information in this CMS
   - 3.2. Be responsible for the exchange of the information with the provider network.
   - 3.3. Record quick call contacts into the CMS.

4. **Typical information flow for a call center event.**

   - 4.1. Call center answers the phone call
   - 4.2. Call center determines caller basic needs
   - 4.3. Call center start a case or logs a Quick Call Contact. (MOS UI)
   - 4.4. Participant gets counseling from provider
   - 4.5. Provider provides case information to contractor (See CAR)
   - 4.6. Contractor validates provider data
   - 4.7. Contractor updates Government CMS with validated case data. Using either manually with the on-line interface (MOS UI) or through the government CMS XML input feed. (CAT XML Feed)

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